



# SECRETARY OF STATE BRIAN P. KEMP

## GEORGIA STATE BOARD OF HEARING AID DEALERS AND DISPENSERS

Georgia State Board of Hearing Aid Dealers and Dispensers, 237 Coliseum Dr Macon, GA 31217  
<http://www.sos.ga.gov/plb/hearingaid> P: 478-207-2440 F: 866 888-7127

April 2010  
Volume 2, Issue 2

## Update from the Director

*Randy Vaughn*

The last quarter of the year is one of the busiest processing times for the staff at PLB. We have twelve different license types in renewal during the period along with a number of December graduates applying for various licenses. For existing license holders, our on-line renewal process allows us to process in excess of 92% of our renewals with very nominal staff involvement. It also provides our customers with a process that is fast, efficient, paperless and accurate.

For the new graduates, we now have 32 on-line applications available for those applying for their first license with us. This enables some new graduates to go on-line, register, apply for licensure and pay their fees. This paperless system allows the staff to process applications much quicker to the benefit of the applicant who can receive their license and go to work much

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faster than in the past. We are planning more on-line applications for the near future.

As we begin the year 2010, we will continue to offer more services on-line and strive to improve our processing times. For license holders, please keep your personal information up to date and accurate so our transactions with you can be faster and more accurate.

## About the Board

The Georgia State Board of Hearing Aid Dealers and Dispensers consists of seven members: four hearing aid dealers or dispensers, one certified (or eligible for certification) by the American Board of Otolaryngology, one audiologist, and one consumer member. The Board is appointed by the Governor to protect, promote and preserve the public health, safety and welfare of the citizens of Georgia. The Board reviews applications, administers examinations, licenses qualified applicants and regulates the practice of licensees throughout the state. Typically, the Board meets quarterly for regular business and holds additional meetings as needed. Board meetings are open to the public with the exception of the executive session, in which confidential matters such as complaints, disciplinary actions, and applications are discussed.

Licensed hearing aid dispensers are individuals who shall dispense hearing aid instruments or devices to an individual client. Licensed hearing aid dealers are the offices, stores or locations which employ licensed hearing aid dispensers to dispense hearing aid instruments or devices to an individual client. Hearing aid dispensers are considered for licensure after meeting specific work experience requirements and examination. Hearing aid dealers are considered for licensure after submission and review of business related information as prescribed by the practice act.

## 2010 Meeting Dates

June 8, 2010 at 8:30 a.m.

September 14, 2010 at 8:30 a.m.

December 14, 2010 at 8:30 a.m.

The Board meets at the Professional Licensing Board Office in Macon.

Minutes from the Board meetings may be found on the Board's website at

[www.sos.ga.gov/plb/hearingaid](http://www.sos.ga.gov/plb/hearingaid)

## Active Licensees

Hearing Aid Dealer: 228

Hearing Aid Dispenser: 221

Hearing Aid Training Permit: 14

Hearing Aid Apprentice Dispenser: 5

## Board Members and Staff

Jeffrey Fargason, ACA, BC-HIS, Chair

Vaughn G. Bray, BC-HIS, CCCA, Vice-Chair

Dr. Donald N. Cote, M.D.

Ralph T. Jackson, Jr.

Henry Clayton Williams, Jr., B.A., BC-HIS

Kadyn Ochs Williams, Au.D.

Consumer Member – Vacant

Brig Zimmerman

Executive Director

Georgia State Board of Hearing Aid Dealers and Dispensers

## Expiration Dates

Hearing Aid Dealers and/or Dispensers – December 31 of odd numbered years

**“You may not practice as a Hearing Aid Dealer or Dispenser after the expiration date if you have not renewed your license by the expiration date.”**

## Actions Taken by the Board

**February:** The Board voted to approve the following 2010 examination dates:

- March 9, 2010
- June 8, 2010
- September 14, 2010
- December 14, 2010

**March:** The Board voted to ratify six hearing aid dealer applications, three hearing aid dispenser applications, and three hearing aid training permit applications.

The following application was approved for licensure:

- Hearing Aid Services, Fayetteville

## License Renewal Process

### How do I renew my license?

You may renew your license on the Professional Licensing Board website with a credit card. Click on the License Renewal icon and follow the instructions. You will be asked a series of questions including whether you have been arrested, convicted of a crime or received a board sanction since the last renewal, whether you have completed your continuing education requirements, and whether you are a U.S. citizen. Renewing your license via the website is the fastest way to renew your license.

The Professional Licensing Boards do not mail paper renewals unless requested. A paper renewal form may be requested by the licensee either by calling the Board office at 478-207-2440, or by submitting a written request.

### Disciplinary Issues:

The Board resolved a number of disciplinary issues this year, including substandard care and failure to perform client services. Addressing these issues on a case-by-case basis, the Board takes these matters very seriously and applies sanctions to those who violate the Georgia HADD Board's Practice Act, Board rules, and policies. It is important that licensees review all laws, rules and policies that affect their profession. These may be found on the Board's website at [www.sos.ga.gov/plb/hearingaid/](http://www.sos.ga.gov/plb/hearingaid/).

All public disciplinary actions will be reflected in the Board minutes which may be found on the Georgia State Board of Accountancy website.

*Grounds for denial, suspension, revocation of a license, or other disciplinary actions may be found at O.C.G.A. § 43-20-16 and at O.C.G.A. § 43-1-19. State laws and Board rules may be found on the Georgia State Board of Hearing Aid Dealers and Dispensers.*

## Complaint Process Information

### Complaint Form:

Complaints must be reported to and received by the Board in writing. Written complaints may be submitted to the Board office or be submitted on-line at <http://sos.georgia.gov/myverification/submitcomplaint.aspx>. Documents received in connection with a complaint will not be returned. The complaint must contain sufficient factual evidence indicating a clear violation of Georgia law or Board rules.

**Investigations:**

The Board gives serious consideration to all complaints. Further investigative action may be taken. Should you file a complaint, you may be contacted by a Board inspector or investigator for additional information. Investigative files are considered confidential for any purpose other than a hearing before the Board. However, the Board is authorized to release such records to another enforcement agency or lawful licensing authority.

**Notification Process:**

While the investigation is ongoing, the Board is unable to discuss the status of a complaint with anyone, including the complainant. When the Board has completed the case, the complainant will be notified in writing of the Board's actions. All public disciplinary actions will be reflected in the Board minutes which are found on the Board website. Public disciplinary actions may be found on our website at: [www.sos.ga.gov/plb/publicorders/](http://www.sos.ga.gov/plb/publicorders/)

## Frequently Asked Questions

The Board list of frequently asked questions is available on the Board's website. If you cannot find an answer to your question, you may contact the Board office at (478) 207-2440.